



Thank you for choosing HDH Family Care for your healthcare needs!

Our hours of operation are Monday through Friday from 7:00 am to 5:00 pm and we are closed for lunch from 12:00 pm to 1:00 pm.

We can be reached by phone, during office hours, at 541-573-2074. Our after-hours nurse advice service can be reached by calling 541-573-7281, option 6. For medical emergencies, please call 911, or come in to the HDH emergency room.

**Services:** As a primary care clinic, we offer a wide range of services to meet the healthcare needs of our patients. Our services include, but are not limited to:

- Regular check-ups and physical exams
- Health screenings and screenings for chronic conditions such as diabetes and high blood pressure
- Immunizations and vaccinations
- Treatment for common illnesses and injuries such as colds, flu, minor cuts and sprains
- Diagnosis and management of chronic conditions such as asthma and heart disease
- Women's health services such as annual gynecological exams and pap smears
- Behavioral health services, such as counseling and medication management
- Pediatric services
- Obstetrical care
- Referral to specialists when necessary
- CDL and student sports physicals

**Patient Rights:** As a patient at our clinic, you have the following rights:

- To privacy and confidentiality
- To be treated with consideration, respect and dignity
- To receive information about your health status, including: your diagnosis, prognosis, course of treatment, test results, the potential advantages and risks of treatment or procedures in a terms you can understand.
- To know the name and qualifications of the professional staff providing your care
- To have another individual present in the exam room with you during examination or when treatment issues are being discussed, if you so desire
- To be told the reason for the presence of any personnel present in the exam room during the course of your visit

- To expect that all services, treatment and counseling techniques will take place with your informed consent
- To participate in decisions about your care
- To participate in your referral planning
- To access your medical records
- To exercise these rights without regard to sex, economic status, educational background, race, color, religion, ancestry, national origin, sexual orientation, disability, medical condition, marital status, registered domestic partner status, or the source of payment for care

**Preparing for Your Clinic Appointment:** We are committed to providing you with the highest quality medical care. To help ensure a positive experience for both you and your family, we suggest the following:

- Please arrive on time for your appointment. If you need to cancel or reschedule, please let us know as soon as possible.
- Please communicate clearly and openly with your healthcare provider. Let them know about any concerns or questions you may have.
- Please bring a current list of your medications and any relevant medical records or test results to your appointment.
- Please provide your healthcare provider with an accurate and complete medical history, including information about any previous illnesses, treatments, and surgeries.
- If your healthcare provider recommends follow-up care, please schedule it in a timely manner to ensure the best possible outcome.

By following these expectations, you can help ensure that your appointment is productive and that you receive the best possible care.

**Appointment Cancellation Policy:** We ask that you give us at least four hours-notice if you need to cancel or reschedule an appointment. While we understand that unexpected things can come up, no-shows or last-minute cancellations prevent other patients from getting the care they need.

If you miss two or more appointments without providing sufficient notice in a three month period, we will send you a letter reminding you of our policy. If you miss three appointments without providing sufficient notice in a three month period, we will place you on a walk-in only appointment status. In this status, you will not be able to schedule an appointment. You will need to come into the clinic in person. However, your provider may not be available to see you or help you.

Behavioral health services is a little different. If you miss three appointments in a three month period, we will place you on scheduling restrictions. This means that you may experience shorter appointment lengths and fewer appointments than is typically recommended for optimal treatment. These scheduling restrictions are necessary to maintain the quality of care

and to accommodate the needs of other patients who rely on our services. When you miss four appointments in a three month period, you may be dismissed from behavioral health services.

**Questions:** We understand the importance of timely communication and want to ensure that you have the information you need to make informed decisions about your health. That's why we commit to respond to any clinical questions or concerns you may have:

- same-day for acute issues, or
- within 48 hours non acute issues.

If you have any questions or concerns about your care or treatment, please do not hesitate to contact our clinic. You can reach us by phone during regular business hours. Our staff will be happy to assist you and provide the information you need.

**Prescription Refill Policy:** Please contact your pharmacy for prescription refills. The pharmacy will forward the request to us. We ask that you request refills for your prescriptions at least three business days before they run out. We may need to schedule an appointment with you before issuing a refill. We do not refill prescriptions when the clinic is closed. In case of emergency, please contact the clinic and we will do our best to accommodate your needs.

**Behavioral Policy:** As a patient of our clinic, we ask you to conduct yourself in a respectful and professional manner towards our staff and other patients. We do not tolerate any form of verbal or physical abuse, and any such behavior will result in immediate termination of our patient-provider relationship. We also kindly ask that you refrain from using any kind of offensive or inappropriate language while on clinic grounds.

**MyChart:** We are excited to inform you about MyChart, an online portal that allows you to securely access your medical records, communicate with your healthcare provider, and manage your appointments from the comfort of your own home. MyChart is a convenient and easy-to-use tool that allows you to view your test results, manage your medications, and receive reminders for upcoming appointments. To access MyChart, please ask at the front desk of the clinic and they will provide you with information on how to set up an account.

**MyChart Messaging:** With an increasing number of patients using MyChart messaging to communicate with their health care teams, we've decided to share this information to help you get the most out of the platform. Following these tips will make MyChart messaging as helpful, efficient, and effective as possible for you and your care team.

Please note that multiple members of your care team may view MyChart messages in order to provide an appropriate and efficient response. This may include medical assistants and clinicians other than your primary care provider.

While your provider makes every effort to respond to MyChart messages as soon as possible, it may take several days to receive a response. Also, providers may not be able to respond to multiple messages on the same day.

For some concerns it is much better to schedule an appointment. Examples include:

- Urgent concerns such as severe symptoms or time-sensitive questions about medication.
- Complex concerns such as multiple medical problems, changes in chronic conditions, or issues affecting multiple parts of the body.
- Detailed questions or concerns that require a lengthy conversation. Please note that MyChart messages use character limits to promote clear and concise communication. We recommend making an appointment if you need to have a more in-depth conversation with your provider.

Please do not use MyChart messaging:

- for feedback or personal conversations.
- to request a phone call from your provider.  
Our providers dedicate the majority of their time to seeing patients and are happy to speak with you during a visit.
- to request something for a different patient.  
MyChart messages are part of your medical record and we need each patient's information to be contained in their own medical record.

**Care Team:** When you visit our clinic, you will interact with a team of staff members who play a vital role in ensuring that your experience is a positive one. By working together with your healthcare team, you can help ensure that you receive the best possible care.

**Yourself:** We believe that the patient and their family are the most important members of the healthcare team. Open communication with your healthcare provider is key to ensuring that you receive the best possible care. Let your provider know about any concerns or questions you may have. The more you understand about your health and treatment, the better equipped you are to make informed decisions. You also play a crucial role in your health and wellness by eating a healthy diet, exercising regularly, getting enough sleep, and managing stress.

**Primary Care Provider (PCP):** Your PCP is your main healthcare provider and plays a crucial role in managing your overall health and well-being. Regular check-ups and screenings with your primary care provider can help detect potential health problems early on, and prevent them from becoming more serious. Your primary care provider will also manage your chronic conditions, provide preventive care, and refer you to specialists when necessary. By having a continuity of care with a primary care provider, you will have a better understanding of your health and wellness, and a better management of your overall health.

We strongly encourage all patients to identify and maintain a primary care provider. However, our experience shows that a small number of patients prefer not to do this. For these patients, your primary care team will be all of our providers.

**Acute Care Providers:** On a daily basis we have one provider identified to see patients with acute needs. When you come into the clinic on short-notice for an acute medical need, you may not be able to see your primary care provider. In this case you will see our acute care provider who is also a member of your care team and will coordinate as appropriate with your primary care provider.

**Medical Assistants:** Medical assistants perform a variety of tasks, including taking your medical history, taking your vital signs, and preparing for examinations. They will also assist your provider with procedures and tests.

**Registration Staff:** The registration staff is responsible for verifying your personal and insurance information, updating your medical records with this information, and making sure that all necessary forms are completed.

**Scheduling Staff:** The scheduling staff is responsible for scheduling appointments, rescheduling appointments as needed, and ensuring that all appointments are properly documented.

**Patient Services Staff:** The patient services staff are primarily responsible for processing referrals to specialists for you. They will also answer any questions you may have about your visit, provide information about our clinic and services, and assist with any special needs or requests you may have.

By working together, your primary care health team will ensure that you receive comprehensive, coordinated care that meets your unique health needs.

**Referrals for Specialty Care:** If your condition requires specialized care, your primary care provider will provide you with a referral. The referral will include details of the specialist, the reason for referral, and the contact information for their clinic. The specialist clinic should proactively reach out to you to schedule an appointment.

It's important to note that some insurance plans may require a referral from your primary care provider for you to see certain specialists. Also, your insurance company may require pre-authorization before the appointment. It's important to check with your insurance provider to understand their referral requirements.

If you have any questions or concerns with this process, call us, and our Patient Services staff will assist you.

**Rural Health Clinic:** As a Rural Health Clinic, we operate under and are required to follow certain rules set by the government. One of these rules is that we must close the clinic if there is not a provider present. This is to ensure that we provide safe, high-quality care to our patients. We apologize for any inconvenience this may cause and appreciate your understanding. We will make every effort to ensure that our clinic is open and staffed with providers during regular business hours.

**Grievance Policy:** We are committed to providing the highest quality medical care and personalized service to our patients. If you have a concern or complaint about any aspect of our services, we encourage you to speak up. This helps us to improve.

If you have a complaint, please contact one of our managers or director. You can speak to us in person, or call the clinic main number and ask for us. We will investigate and respond to your grievance within thirty days. Your personal information will be kept confidential and will not be shared with unauthorized parties. We value your feedback and strive to improve our services to meet your needs.

We are committed to providing you with the best possible care. If you have any questions or concerns, please do not hesitate to contact us.